

2024





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ALL ABOUT A SAFE PATH TO SUSTAINABILITY

SUSTAINABLE CHOICES, A SAFE FUTURE!

Introduction

Working towards a sustainable future means skillfully combining innovation with responsibility for our surroundings. A crucial factor in this transformation is safety – a fundamental aspect of all our activities. Safety ensures stability while also creating a space for responsible and sustainable growth. It is undeniably the foundation of our organization and a key element in building trust and long-term cooperation.

In this report, summarizing the year 2024, we present our achievements in three strategic areas: **digital inclusion**, which shapes the technological future of our country; **climate action**, reflecting our commitment to environmental protection; and **gender equality**, which enhances inclusivity and shows us how to benefit from diversity. Safety, however, underlies all our initiatives, providing a stable foundation for actions we take and for the people we support.

We have also included aspects such as **well-being and corporate social responsibility (CSR)**, which play a key role in creating a sustainable environment for living and working. We recognize that the feeling of safety (emotional, physical, and social) is an essential element of sustainable development.

Our **We Care. All About a Safe Path to Sustainability** report not only summarizes our achievements but also serves as an invitation to collaborate towards a better, more sustainable future.



THE ROAD TO OUR GOAL



Sustainable development is not just a goal or a part of our strategy – it is a mindset and a way of acting that allows us to build a better future for ourselves and future generations. These words remind me every day that our common commitment, even in the smallest actions, has a real impact – on people, communities, and the environment we create and share.

As every year, the We Care report gives me a sense of pride and confirms that we have chosen the right path for our development – a path based on responsibility for our surroundings, social justice, and the power of diversity.

This year's report places a great emphasis on safety. It shows that safety is our priority in everyday activities and a fundamental part of building sustainable cooperation with our clients, partners, and communities.

I believe that only by integrating safety, innovation, natural resource protection, equality, and social responsibility can we create lasting, resilient, and fair business systems capable of addressing modern challenges.

But most importantly, every initiative described in this report results from a hard work of our teams and individuals. I want to express my deepest gratitude to them. **Fiberhost team, your passion and determination make our organization sustainable, strong, and resilient. Thank you for everything you do – you do an amazing job!**

Marta Wojciechowska – President of the Management Board, Fiberhost S.A.



We are pleased to present another edition of the We Care report, summarizing our efforts toward sustainable development, social responsibility, and environmental care. **The year 2024 was a time of intense work of promoting values that support the achievement of our strategic goals while fully respecting ethical, social, and environmental principles.**

Our priority is to build an organization where everyone feels as a part of a greater mission, and our activities positively impact local communities and the world around us. We involve in initiatives that support education, social integration, environmental protection, and well-being. Our goal is to become a responsible, transparent company fully committed to building a better future.

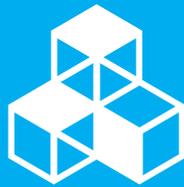
In 2024, we continued to promote values that form the foundation of our work. Through regular meetings with employees, an open dialogue with business partners, and active involvement in social projects, we strive to fully meet the needs of our stakeholders.

I hope that the work we have done, the initiatives we have undertaken so far, and the results presented in this report will help you better understand our philosophy and the strategies we implement every day.

Maciej Piechociński – President of the Management Board, INEA sp. z o.o



9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



13 CLIMATE ACTION



5 GENDER EQUALITY



A BROADER PERSPECTIVE ON SUSTAINABLE DEVELOPMENT

For four years, our sustainable development strategy has been based on three key goals aligned with the UN Sustainable Development Goals:

- **Industry, Innovation, and Infrastructure (Goal 9)** – understood as digital inclusion, forming the foundation for modern and sustainable technological solutions, as well as digital education and development within local communities.
- **Climate Action (Goal 13)** – demonstrating our responsibility for the environment, CO2 emissions, and efforts to minimize any kind of negative impact on our surroundings.
- **Gender Equality (Goal 5)** – expressing our commitment to create a fair and diverse organization.

These three pillars serve as our roadmap, but our activities naturally extend beyond them. We passionately implement initiatives that bring positive change on a broader scale, addressing local community needs while participating in national projects.

We do not limit ourselves to selected goals – our impact, just like the world's needs, is multidimensional. **Our comprehensive approach allows us to engage in efforts ranging from healthcare and education to supporting culture and social integration.** Examples include collaborations with local organizations, breaking down educational barriers in new technologies, and promoting and co-developing ecological initiatives.



**„Each one of us makes an impact
on the future every single day.
The sum of our small choices
changes the world”**

Jane Goodall



This philosophy inspires us – we believe that sustainable development is not confined within rigid frameworks. It requires being open to new challenges, flexible in solving them, and courageous to think beyond conventional boundaries.

We strive to ensure our projects have a real and lasting impact on people’s lives, our planet’s future, and the sustainable development of the communities in which we operate. This balance between global objectives and local needs allows us to not only respond to modern challenges but also shape a better future.

What is important, last year, initiatives related to ESG (environmental, social, and corporate governance) were structured according to the European Sustainability Reporting Standards (ESRS) issued by the European Commission.



SAFETY AT THE HEART OF OUR STRATEGY



SAFETY AT THE HEART OF OUR STRATEGY

Safety is not a separate pillar of our strategy – it is its foundation and a guiding principle behind every action we take. It sets the direction for our initiatives, enabling us to achieve our goals responsibly, stably, and sustainably. **Everything we do – from implementing new technologies and caring for the environment to fostering diversity – begins and ends with safety.**

For us, safety means more than just meeting standards and regulations. It is a value that connects people, technologies and processes into a cohesive system, ensuring stability, trust, and growth. This approach allows our actions to bring lasting results.

108 Number of audits conducted by OSH auditors at technical partners.

210 Number of employees evacuated during a fire drill.

303 Number of remote work audits.



SAFETY BEGINS WITH KNOWLEDGE

Safety is the foundation of our daily work. Education plays a key role, allowing us to understand risks and, in turn, counteract them more effectively. Our training initiatives aim to raise awareness and improve safety skills among our colleagues.

#First aid training

We organized another round of in-person first aid training led by an experienced paramedic. As a result, 50 participants acquired practical skills in CPR, wound dressing, and evacuation procedures.

#Conscious drivers training series

We regularly provide micro-video lessons to enhance drivers' awareness of road safety. These educational materials cover topics such as traffic regulations, handling adverse weather conditions and pedestrian safety. The training is mandatory for all employees using company fleet vehicles, and nearly 200 participants have completed it so far.

#Safety Moments

Our monthly infographics, known as safety moments, serve us as a way to share knowledge about workplace safety and health. They cover topics ranging from workstation ergonomics to handling potentially hazardous situations. These visual reminders help us pause during our daily tasks and reflect on the role our awareness plays in maintaining workplace safety.



RECOGNIZING WHAT MATTERS

We believe that promoting good practices and acknowledging those who contribute to improving safety motivates us to continue efforts. Our initiatives highlight our appreciation for efforts to build a strong and safe culture.

#Safe drivers recognition program

We hold an annual competition for our drivers, awarding those who demonstrate responsible and safe driving habits. Their example underscores the importance of prioritizing road safety and caring for other road users.

#Reporting potential incidents

Employees who report potential incidents (near misses) play an important role in improving safety. Their vigilance and responsibility are rewarded, encouraging others to share observations about potential hazards. In 2024, we identified 26 incidents that could have led to accidents. By addressing them in time, we successfully eliminated risks.

#Safe Practices contest

We launched a creative competition where employees presented safe workplace practices with graphics, photos, and videos promoting the best safety solutions at workstations.



26 Reported near misses



PREPARED FOR EVERY SITUATION

Ensuring safety requires planning and readiness for different scenarios. We regularly review our procedures and identify potential risks to minimize their impact on our operations.

#303 safety audits

The remote work audit is a comprehensive process designed to assess and improve workplace conditions. It consists of three stages: first, we select a department and inform employees in advance so they can prepare their workstations. Next, we conduct individual evaluations, reviewing workspaces (including desks, cables, and equipment), discussing the results and recommendations, setting a deadline for improvements.

A follow-up verification takes place a month later to ensure full implementation.





#Technical Partner site visits

We initiated a series of visits (site visits) to our subcontractors' sites. These visits involve executives, directors, managers, and OSH representatives who observe daily operations and conduct workshops on safety issues. The goal is to collaboratively develop solutions to enhance safety standards. We audited 8 technical partners during two visits. In 2025, we plan to continue quarterly site visits to engage more of our partners.

#Evacuation drill

We conducted an evacuation drill at our headquarters to test the efficiency of our emergency procedures. The entire process went smoothly and the buildings were evacuated within three minutes, with 210 people successfully exiting.



SAFE COLLABORATION

We identified critical risks within our organization and incorporated them into our safety registers. We take actions to minimize these risks, ensuring a safe work environment for everyone involved in our operations.

##Equal safety standards for all

Our collaboration with technical and business partners requires shared safety standards. Our initiatives ensure that all partners are aware of and prepared to work safely.

In 2024, we introduced new safety standards and training programs for our partners, along with preparing educational materials, tests, and infographics. This ongoing support helps foster a culture of safety and ensures a consistent approach to safety at every stage of collaboration.



STAYING AHEAD OF THREATS – CYBERSECURITY

The digital world is constantly evolving and, with it, the threats we must be prepared for. Cybersecurity is not just about technology; it is also about strategy, awareness, and appropriate actions. **Last year, we focused on strengthening security, adapting our systems to new challenges, and educating our employees to respond effectively to threats.**

Thanks to the efforts of our team and advanced solutions, we made significant progress in the field of security. We continue to invest in innovative technologies, optimize processes, and implement best practices to protect our data and infrastructure effectively.

**92%**

Of our staff regularly participate in cyber security trainings.

#Awareness of threats

We educate our employees, and the results speak for themselves. We managed to achieve a **70% success rate in identifying and reporting suspicious content - an improvement of 3 percentage points** compared to the previous year. While this increase may seem modest, in practice, it marks a significant step forward, reinforcing the effectiveness of our educational efforts and strengthening our organization's cybersecurity culture.

To continue building on this progress, **we increase the difficulty level of our internal phishing tests every quarter.** These controlled simulations not only assess our employees' vigilance but, more importantly, play a crucial role in our training process. By learning how to respond appropriately to potential threats, we enhance our organization's overall resilience against cyberattacks.

#Top-Tier Cybersecurity Education

We have every reason to be proud - **an impressive 92% of our employees regularly participates in cybersecurity training,** completing sessions at least once a month. This result reflects our strong awareness of cyber threats and our commitment to maintaining a secure work environment.

Consistent education is the key to effective cyber defense. Through systematic training, we not only reinforce knowledge but also develop practical skills that enable quick and accurate responses to potential threats. Such a high level of engagement confirms that cybersecurity has become an integral part of our organizational culture.



RISKS UNDER CONTROL

In times of constant change and high uncertainty, we keep our finger on the pulse and ensure that the risks inherent in any business have as little impact on our operations as possible. To this end, **we have implemented a Risk Management System developed on the basis of the international standard ISO 31000**, and we are continually improving our approach to risk management. We are also aware of the challenges posed by climate change and risks relating to social and environmental issues, which is why we identify and manage risks in the ESG (Environmental, Social, Governance) areas.

#Risk management process

The risk management process encompasses all types of risks that may affect the achievement of strategic objectives, operational activities and ensuring compliance in all projects carried out within the Group. In order to ensure the effectiveness of this process, we have implemented a Risk Management Policy that sets out consistent principles and guidelines and provides a clear division of competences and responsibilities. Our risk management process is a proactive one, so in 2024 we conducted four periodic reviews of the entire Risk Register and implemented a number of risk mitigation measures. We place a strong emphasis on building risk management awareness and encourage employees to use this knowledge in their day-to-day activities and when making important decisions.



#Business continuity management

We are committed to ensuring that our services are always reliable, of high quality and delivered without disruption. To this end, **we have updated our Business Continuity Management System in 2024, which is based on the international standards and guidelines of ISO 22301.** We periodically identify potential risks that may affect business continuity and implement preventive measures so that our services are not interrupted. A dedicated Crisis Team oversees and supports the implementation of tasks during emergencies, and Emergency Teams carry out tasks within the framework of previously prepared Plans and Emergency Procedures. Problems do happen, that's natural, but we are prepared for them.

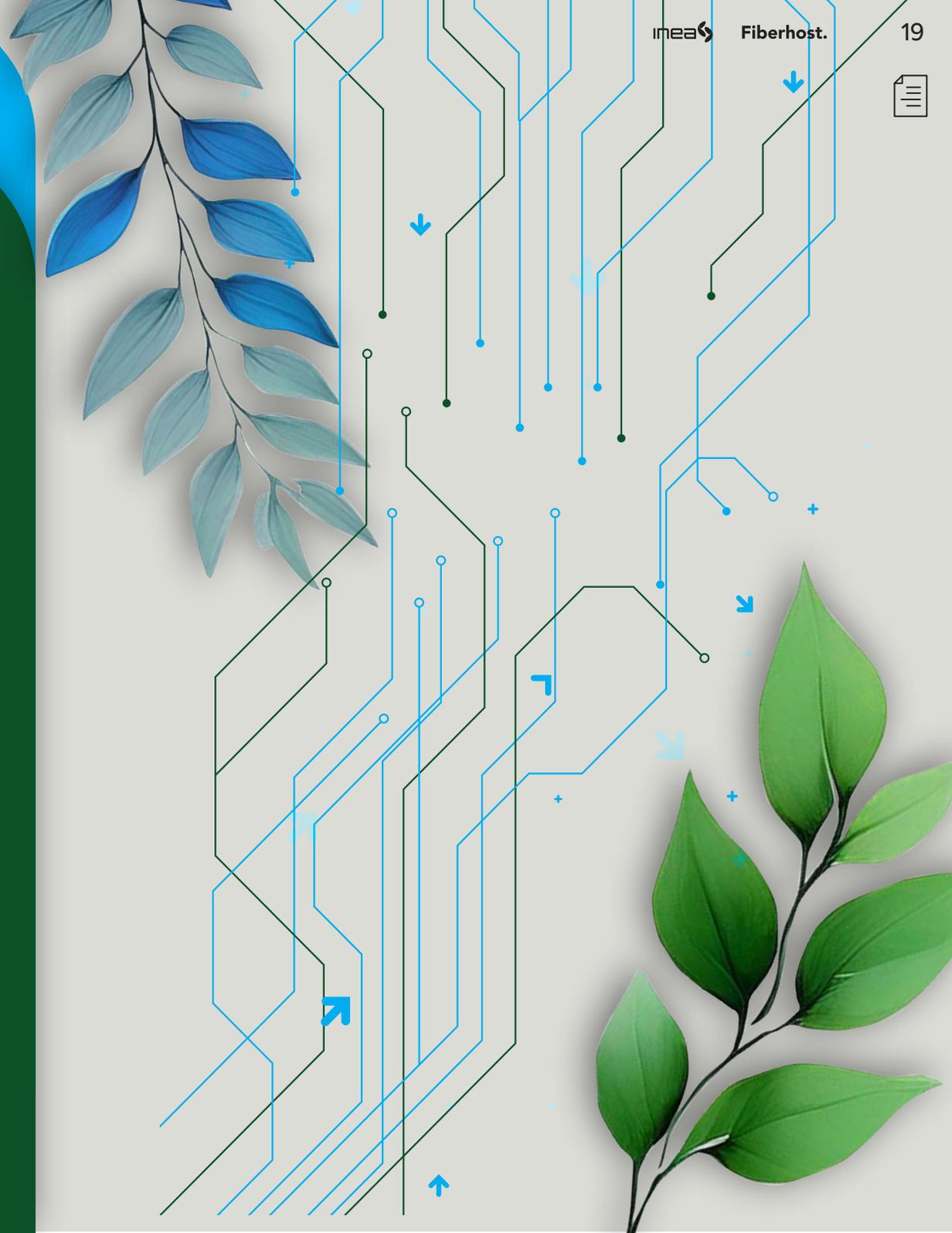
DIGITAL FUTURE, STRONG FOUNDATIONS



DIGITAL FUTURE, STRONG FOUNDATIONS

In a world rapidly moving towards full digitalization, robust technological foundations and digital skills are the key to building a sustainable future. **As part of our Group's initiatives, we not only invest in innovative solutions but also take steps to promote equal opportunities and support digital education.**

Our efforts focus on expanding infrastructure, implementing modern standards and sharing knowledge and experiences within the industry to collectively create a better digital future. We believe that digitalization should be accessible to all, which is why we engage in educational projects, foster cross-sector collaboration and establish platforms for discussions on sustainable technological development.





Akademia Fiberhost!



A DIGITAL WORLD FOR EVERYONE

We believe that the digital world should be accessible to everyone, regardless of their age. That is why we actively support initiatives that help people understand and safely use modern technologies. Our goal is not only to educate but also to inspire individuals to explore vast range of opportunities that the Internet provides.

#Fiberhost Academy

The Fiberhost Academy is a series of workshops designed for individuals who struggle to use the Internet on their own. These in-person sessions are completely free and primarily help older adults develop basic digital skills - from operating a computer to using online platforms. In addition to technical knowledge, we emphasize practical aspects, such as online shopping and accessing healthcare or government services. The workshops provide a safe space where participants can ask questions without hesitation, gain knowledge, and learn at their own pace.



#Senior Citizens Forum

Last year, we participated in the Senior Citizens Forum, a special event organized by Głos Wielkopolski newspaper in Poznań. The initiative combines education with social integration, offering free lectures and workshops. During the event, we invited participants to join the Fiberhost Academy. They discussed their expectations for digital training and explored the barriers that prevent many senior citizens from developing digital skills. It was an invaluable opportunity for us to gain new perspectives on the technological challenges faced by this group of people.



#Cybersecurity training

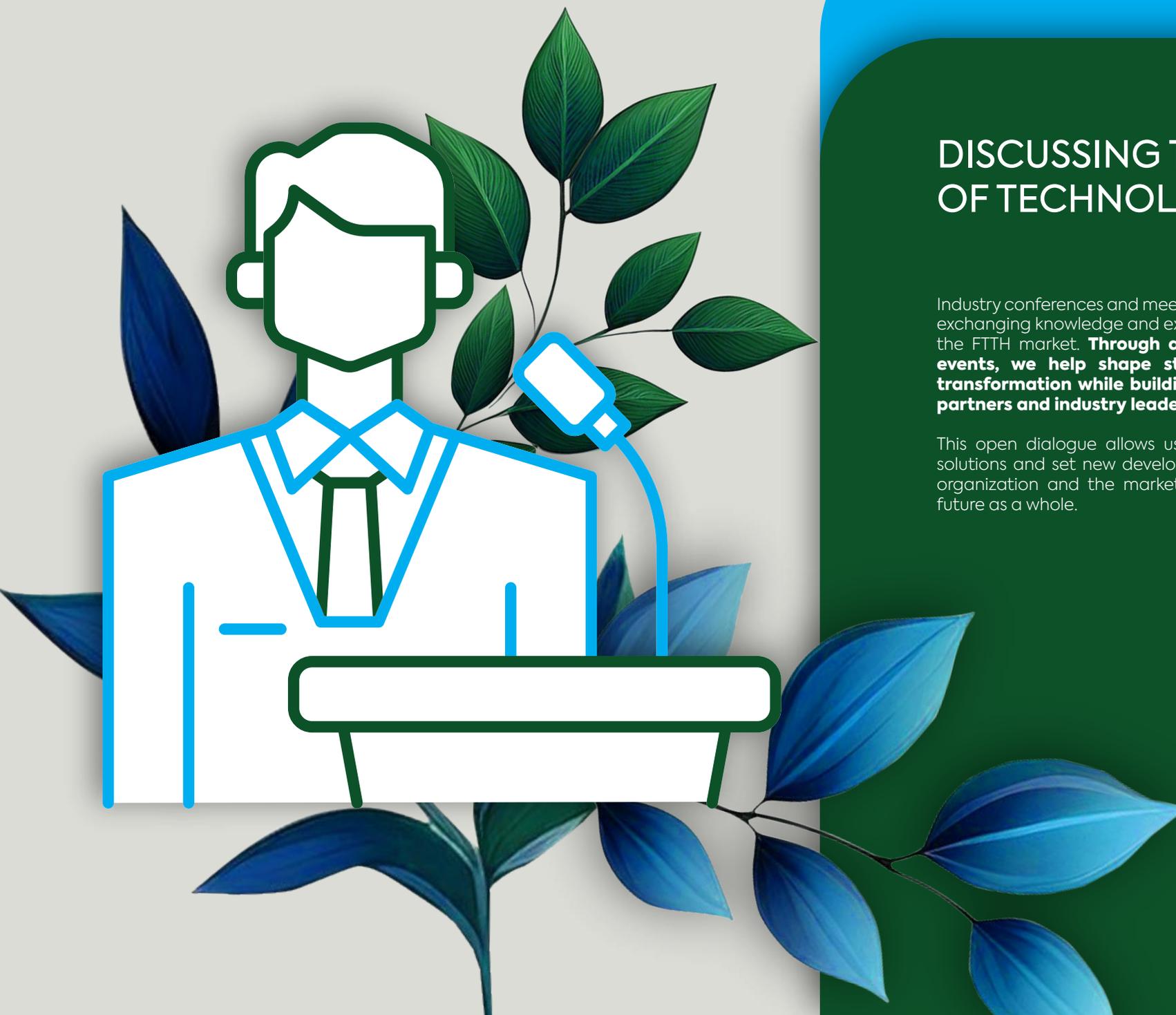
December brought another meaningful initiative. At the invitation of the Poznań City Hall, we conducted a cybersecurity training session for senior citizens. Our expert provided guidance on identifying online fraud attempts, protecting personal data and safely using electronic banking services. This session not only clarified many doubts but also gave participants the confidence that they could better manage their digital security.



DISCUSSING THE FUTURE OF TECHNOLOGY

Industry conferences and meetings are essential platforms for exchanging knowledge and experience, driving the growth of the FTTH market. **Through active participation in these events, we help shape standards and guide digital transformation while building strong relationships with partners and industry leaders.**

This open dialogue allows us to collaboratively search for solutions and set new development paths – not just for our organization and the market but for a sustainable digital future as a whole.





#Talking about what matters in wholesale services

Attending conferences and industry discussions is an essential part of building the digital future. We actively participate in events that bring together technology leaders, market representatives and experts.

One of the most significant events we attended was the **FTTN Council Europe Conference** – a key platform for knowledge exchange among telecommunications professionals from across Europe. Marta Wojciechowska, CEO of Fiberhost, took part in the opening panel, initiating a discussion on the development of fiber-optic networks in Europe.

Our EHS & Sustainability Manager, Dominika Thiel, participated in a workshop on ESG in the business reality. The panel provided an opportunity to discuss the challenges related to implementing ESG strategies.

At the **PIKE Conference**, our CEO joined a Investments in Telecommunications – The Real Profitability of Broadband Investments panel, focusing on the financial landscape and challenges of investing in telecommunications infrastructure.

At the **KIKE Conference**, we emphasized the importance of collaboration between infrastructure operators and telecommunication service providers.

Additionally, in April 2024, we co-organized the **3rd Wholesale Operators Conference**, a crucial event for the wholesale market in Poland. It was organized in cooperation with Open Allies Foundation and wholesale operators such as NEXERA, Polski Światłowód Otwarty, Światłowód Inwestycje, and TAURON, this event provided a vital space for discussions on the future of open-access networks.



DIGITAL TRANSFORMATION THROUGH THE EYES OF SERVICE PROVIDERS

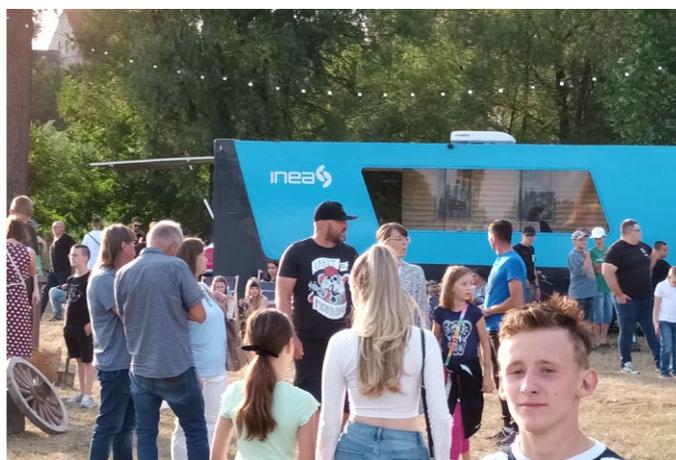
Maciej Piechociński, CEO of INEA, was invited to speak at the Copyright Law Forum – A Continuation! discussion panel alongside leading industry experts. The discussion covered key topics such as DSM Directive implementation, intellectual property protection, new licensing models and monetization of digital content. Panelists debated how to balance the interests of creators, consumers, and businesses – not just in audiovisual services but also at the production and sales stages of digital devices. The panel highlighted the fact, that copyright law must be constantly adapted to current realities. Reforms are necessary to both protect creators and enable development and innovation in the digital world.

In December 2024, Maciej Hojszyk, Commercial B2B Director at INEA, was among the 30 speakers at the CIO TRENDS 2024 conference. The event focused on reviewing the past year and discussing upcoming IT trends from the perspective of CIOs and executives responsible for digital transformation and the implementation of new technologies.

During his presentation, Maciej Hojszyk shared INEA's vision for digital transformation and the role of technology in building a competitive advantage. He highlighted key trends which shape the future of the IT sector, including process automation, computing cloud development, and the growing importance of data analytics in a business decision-making process. He also emphasized the need to adapt technology strategies to the evolving needs of customers and explained how INEA integrates cutting-edge solutions into its operations.

Maciej Hojszyk's participation in the CIO TRENDS 2024 was not only an opportunity to exchange knowledge and insights but also confirmed INEA's commitment to innovation and digital advancement.





#Events in local municipalities

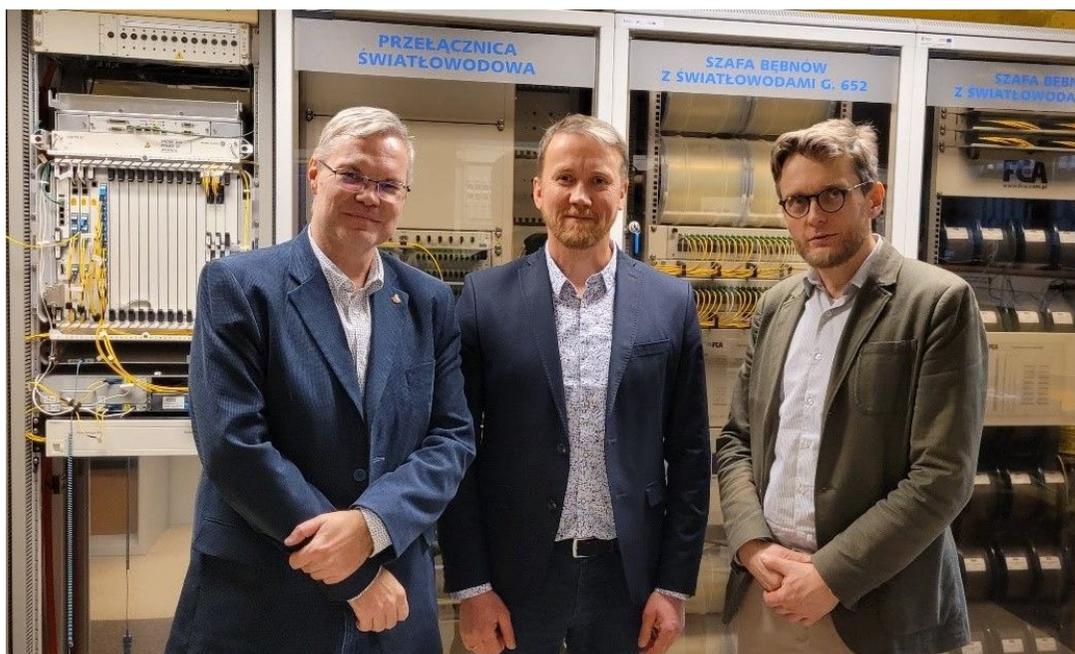
Just like last year, we encouraged our partner operators to participate in local events. From June to September, service providers using the Fiberhost network attended eight events across three provinces – Lower Silesia, Mazovia, Greater Poland.

These events took place mainly in smaller towns where there are no permanent sales points. This allowed residents to learn about new service offers and receive support regarding their existing plans.

#Meetings with local authorities

In 2024, we continued our series of visits to municipalities where Fiberhost infrastructure is present. These meetings with local leaders help us better understand the perspectives of local governments and their expectations.

We visited nearly 100 municipalities – not only in our home region of Greater Poland but also in Lower Silesia, Kuyavian-Pomeranian and Łódź Voivodship.



#Collaboration with The West Pomeranian University of Technology

In 2024, we also signed an agreement with the Faculty of Electrical Engineering at The West Pomeranian University of Technology, officially recognizing our longstanding collaboration. Our joint efforts focus on fiber-optic network development, including technical problem-solving, promoting talented students and graduates and modernizing educational content to keep pace with scientific and technological advancements.

Additionally, we support the promotion of modern technical solutions that are being applied in the rapidly evolving telecommunications industry. The exchange of experience in this field is extremely valuable to us. By sharing our knowledge and expertise, we lay a strong foundation for innovation and foster the next generation of specialists. We believe that our collaboration with academic institutions, such as The West Pomeranian University of Technology, not only strengthens technological development but also promotes the integration of scientific and business communities.



#Supporting the Remote Learning Centre

Recognizing the importance of education, we partnered with the **Remote Learning Center in Konin to connect it to our fiber network**. This ensures students and teachers have access to a stable, high-speed internet connection, enabling interactive lessons, high-quality video streaming and the use of advanced educational tools.

This initiative is part of our commitment to reducing digital barriers and equalizing educational opportunities. As Fiberhost's CEO stated: Modern and reliable fiber-optic infrastructure is the backbone of education. It guarantees high-quality transmission and minimal delays, which is essential for interactive learning. This investment opens new doors for teaching and development.

By developing fiber-optic educational infrastructure, we support future competencies and ensure equal access to knowledge for students across all regions.



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<p>Internet mobilny Już od 45 zł/mies.</p> <p>Do 200 GB w najnowocześniejszym standardzie sieci komórkowej 5G!</p> <p>Sprawdź</p>		

#Intuitive website

A new INEA website has been designed with users in mind, offering an **intuitive interface and easier access to key features**. An improved structure and clear navigation allow customers to quickly find the information they need and use services conveniently and seamlessly. The website has also been optimized for mobile devices, ensuring that users can enjoy full functionality on any device, regardless of time and place. **Its modern design supports our mission to be a top-quality service provider and reflects our commitment to technological development**. The implementation of new solutions, such as interactive tools and personalized recommendations, enables us to tailor our offerings even better to users' needs. With these enhancements, we take another step toward improving customers' experience, reaffirming our customer-centric approach.



#Smart City

For years, INEA has actively supported the **development of the Smart City** concept by introducing innovative solutions that improve residents' quality of life and contribute to the sustainable growth of cities. Fiber-optic infrastructure serves as the foundation for intelligent management systems, enabling the integration of technologies such as IoT, data analytics and process automation. Thanks to our services cities can manage the resources such as energy, water, and transportation more efficiently, leading to cost savings and a reduced environmental impact.

One of the key examples of our initiatives is our collaboration with local governments and business partners in developing municipal monitoring networks, smart lighting and air quality monitoring systems. All these solutions rely on fast and stable internet access, which we provide. At INEA, we believe that our Smart City concept is not just about technology – it is about better quality of life and greater efficiency in urban living. As part of the We Care strategy, we continue to drive innovation and respond to the challenges of the modern world.

A STEP TOWARDS A GREENER FUTURE



ESRS E-1, E-2 THE ENVIRONMENT

A STEP TOWARDS A GREENER FUTURE

In the face of modern climate challenges, we take responsibility for the environment, making pro-climate actions a key pillar of our sustainable development strategy. We combine economic growth with care for our surroundings and social interests by implementing projects that educate, raise environmental awareness, and reduce CO² emissions. Our goal is reaching carbon neutrality by 2040; our actions demonstrate that through common effort we can create a better future for our planet and future generations.


72%

This is the level of reduction in CO² emissions that we want to achieve by 2030.


2,8 B

Amount of funding received based on the achievement of sustainability objectives.

74%

Of our fleet consists of hybrid and electric vehicles.



ECOLOGY STARTS WITH US

We are committed to taking active steps to protect the climate. In response to the urgent need for green transformation we pledge to support the fight against global warming.

#Road to a green future

Our priority for the coming years is to continue reducing CO² emissions, aiming for a 72% reduction by 2030. Additionally, we will continue numerous environmental protection initiatives while fostering engagement among our employees, customers and business partners. We understand the importance of protecting our planet, which is why in 2024, we initiated detailed analyses and calculations of scope 3 emissions (indirect emissions) to better identify their sources and define key areas for action. This initiative expresses our commitment to emission reduction strategies and the fight against climate change.

At the same time we invest in technologies and solutions that support both direct and indirect emission reductions. We believe these efforts will not only contribute to lowering CO² emissions but also bring added value in the form of innovative solutions that positively impact both our business environment and the natural world.

#Green financing

We have recently signed an annex modifying the terms of a PLN 2.8 billion financing agreement, converting it into sustainability-linked financing. **One of our key ESG strategy initiatives is the Net Zero 2040 emission reduction plan, which aims for a 72% reduction by 2030 and achieving carbon neutrality by 2040.**

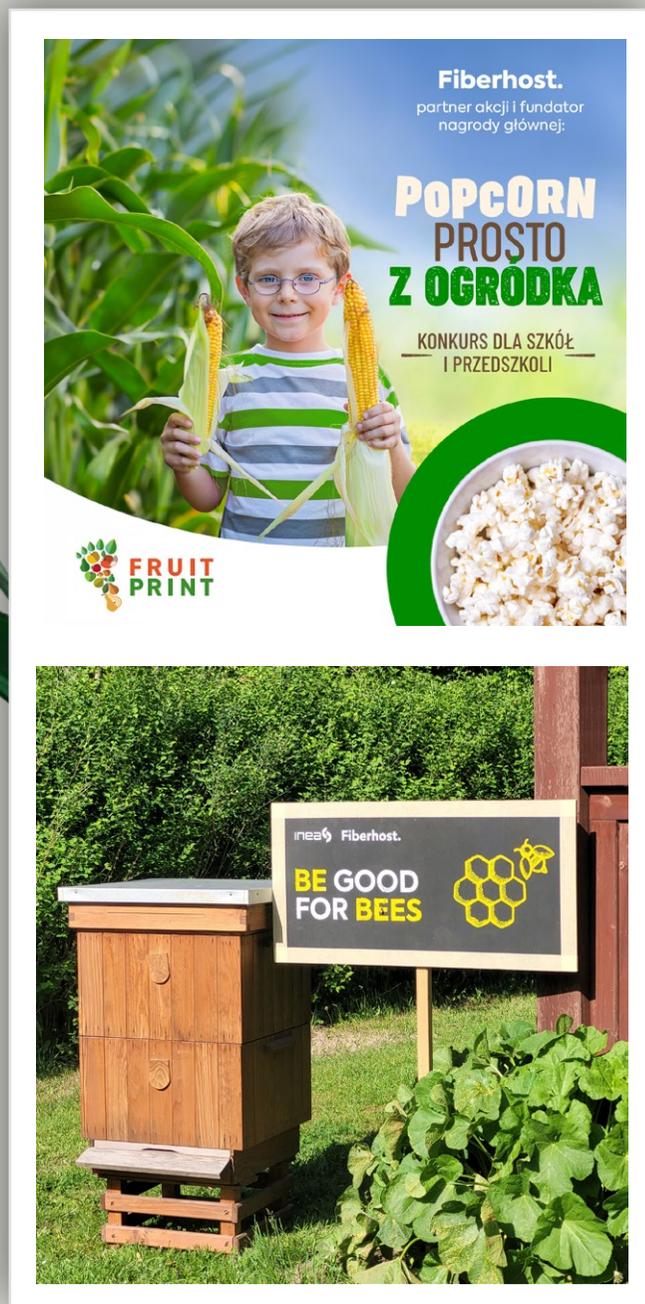


CARING FOR THE ENVIRONMENT

Environmental protection is one of the pillars of our operations. At Fiberhost we believe that responsibility for the planet lies with each of us, which is why we engage in initiatives that support sustainable development. We ensure that our actions have a positive impact on the environment, both through ecological projects and by raising awareness within our communities.

#WspólniePOZmieniajmy Campaign

As a partner of the WspólniePOZmieniajmy campaign, we proudly support initiatives that truly transform urban spaces for the better. We once again joined forces with **15 Poznań-based companies, 2 NGOs, and the Poznań City Hall** to revitalize the green areas of the Care and Rehabilitation Medical Centre in Poznań. **WspólniePOZmieniajmy** is a unique nationwide initiative that joins businesses, social organizations and local authorities to improve residents' quality of life. Thanks to our collaboration, we created a space friendly to both Centre's residents and the environment, with new plantings, benches and relaxation areas. This is more than just a project for us - it's a contribution to creating spaces that foster people's harmony with nature.



#Popcorn straight from the garden

In 2024, we supported a special initiative for children and youth - **Popcorn Straight from the Garden**. Its goal was to encourage the younger generation to plant their own crops. As the main sponsor of the grand prize - a polycarbonate greenhouse - we helped recognize the most involved participants. This greenhouse will allow the winners to have an opportunity to develop their passion for gardening. This project combines fun, education, and environmental

#Bee-careful

At Fiberhost, we focus not only on technology but also on nature. For several years now, we have cared for an apiary inhabited by thousands of bees. In return, we receive honey, which we gift to new employees and which supports our charity activities. Caring for beehives symbolizes our cooperation with nature and reminds us of the importance of biodiversity. Through this project, we educate and inspire others to take greater care of the environment.



#Earth Day is a walk in the park!

To celebrate Earth Day, we were proud to partner with the **Earth Day is a walk in the park** campaign, which promoted environmental awareness. As part of the event, residents could exchange plastic waste for plant seedlings, which they could then take home and plant in their gardens. This symbolic exchange aimed to highlight the significant impact our daily choices have on the environment. We support such initiatives to show that small changes can lead to big results for our planet.

#Cycling Capital of Poland

Physical activity is beneficial for your health, and we love staying active! In 2024, our team participated in a nationwide **Cycling Capital of Poland** campaign, encouraging our employees to cycle regularly. To reward the most engaged participants, we prepared special gift sets. We believe that such initiatives promote a healthy lifestyle, sustainable transportation system and eco-friendly attitudes - all while being a great source of fun and team integration, in line with our core values.

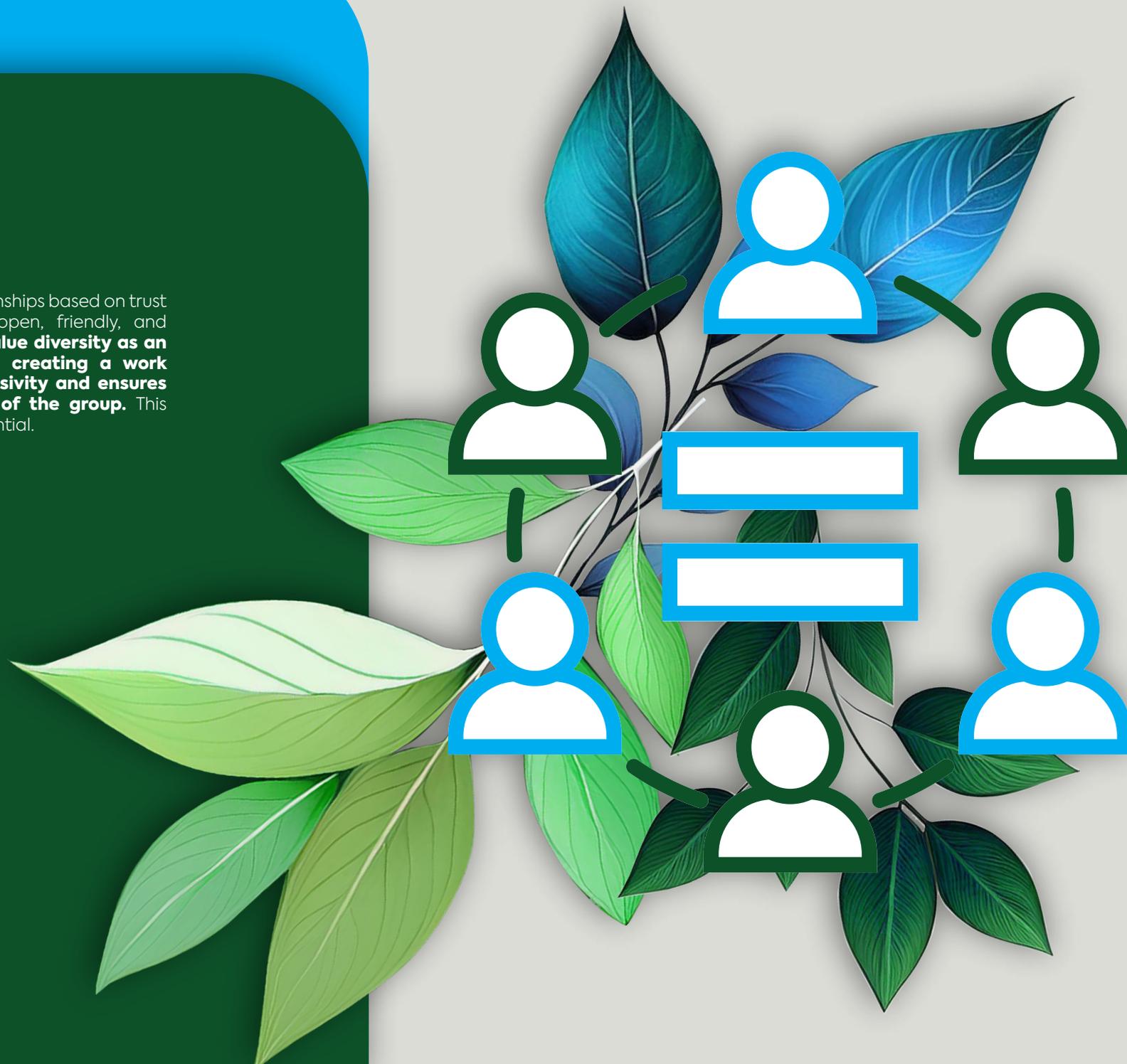
SUPPORTING DIVERSITY



ESRS S-1 SOCIETY

SUPPORTING DIVERSITY

We are one team. We build relationships based on trust and engagement. We remain open, friendly, and supportive of one another. **We value diversity as an essential part of our culture, creating a work environment that fosters inclusivity and ensures that everyone feels like part of the group.** This allows us to fully develop our potential.





OUR STRENGTH IS OUR PEOPLE

For several years, we have consistently implemented **Mental Health & Wellbeing** initiatives. We recognize that many factors affect our employees' well-being, some beyond our (as an employer) control. That's why we focus on areas where we can make a difference, equipping our teams with tools to help cope with life's challenges.

#Combining work models

Working in a hybrid model, we prioritize clear work standards that enhance efficiency, communication and team spirit. In 2024, we organized a series of workshops for managers to share knowledge on managing in a hybrid environment.

As part of this series, 5 meetings were held:

- #Motivating and engaging teams
- #6 Conditions for an effective meeting
- #3 factors of efficiency and independence in a team
- #Recognizing employees regularly
- #Regular 1:1 meetings



#Deep Balance Time

Once a month, we organize Deep Balance Time sessions. During the sessions various activities (such as workouts and relaxation exercises) designed to help maintain balance between body and mind are introduced.

A short film below is a recap of a training session focused on spine regeneration, where we could practice positions that are perfect for a break at work.

The December edition of Deep Balance Time had a festive twist – we decorated gingerbread cookies together to embrace the holiday spirit. These gatherings foster integration, not only within our own teams but also with colleagues we do not typically have a chance to collaborate with.



#zdrowiepsychiczne #wellbeing #współpraca #BrenntagPolska #Canon #Fiberhost
#Wellbee



CARING FOR MENTAL HEALTH & WELL-BEING

These aspects remain a key pillar of our sustainable development strategy. We continue our partnership with the Wellbee platform, offering free psychological support to everyone.

We are always eager to share best practices. As part of our collaboration with the Wellbee, we presented our initiatives in Mental Health & Well-being area (MH&Wellbeing).

We organize activities to build awareness and shape healthy habits.

#Health Month

Health is wealth and taking care of it is the greatest gift we can give ourselves. Every day we have the opportunity to influence our well-being, energy, and future by making conscious lifestyle choices. That's why we organize a health month every year - a chance to take further action in caring for our health.

#Conscious Breathing Training Series

During these sessions we learned how conscious breathing can help lower stress levels. We also discovered techniques to boost energy during the day, calm the mind before sleep and manage thoughts and emotions through breathwork. We noticed the benefits of mindful breathing during moments of crisis and gained tools to make proper breathing a daily habit.



#Health Prevention

We understand the importance of regular health monitoring, so we incorporate preventive initiatives into our activities. We provided self-examination guides for breast and testicular health, along with educational videos on various health topics.

#Who Run the World Run

We love combining fun with well-being, and we always encourage active lifestyles. Physical activity has a positive impact on mental health, making it an essential part of overall well-being. That is why we launched a **#WhoRunTheWorld**

#Yoga Practice

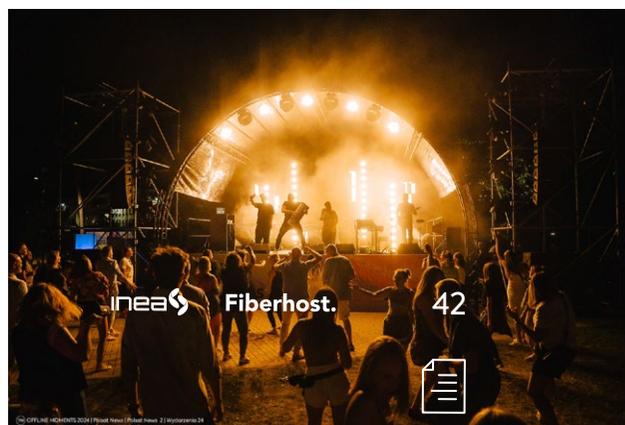
191 participants.

4.84/5 – average session rating (on a scale of 1–5, where 5 is the highest score)

We chose a gentle yoga approach – exercises that keep our bodies in great shape while providing deep relief to the nervous system. The sessions were open to both experienced yoga practitioners and beginners.

#Appreciation Day

A culture of feedback and recognition is part of our daily work. We actively develop managerial skills in this area. As part of an Appreciation Day, we created an inspiring video encouraging everyone to express gratitude and recognition for their colleagues. The result? A wave of kind words and appreciation for everyday collaboration.



#OFFLINE MOMENTS

OFFLINE MOMENTS is our annual opportunity to meet in person. In 2024, we spent an unforgettable evening filled with conversations, memories, fun and dancing. During that evening, the phrase **Stronger Together** took on even greater meaning, as the entire company came together.



#We talk about what matters

What matters to us is reflected in our actions. Our values set the direction, our leaders shape our organizational culture, and together, we work towards shared goals while supporting the company's strategy.

#Values Ambassadors

Values define the way we operate - both inside our Organization (in employee relationships) and outside it (with customers, suppliers, and stakeholders). They serve as guiding principles in our daily work and help us achieve strategic company goals. To bring our values to life, we established a Values Ambassadors group.

Values Ambassadors are involved individuals who bring our company values to life. Thanks to them, our commitments become everyday practice, and our culture gains real significance. **Their role is to align actions with company values and inspire others to build a work environment based on these principles.**

Ambassadors talking about themselves

Anna Durkalec-Michalska

Being an Ambassador for what I believe in is not a function, it's about being authentic in what I do. And so it is with being part of a team of Ambassadors made up of representatives from different Departments, with diverse perspectives, often with different opinions. The diversity of experience we bring to the team allows us not only to operate effectively, but also to enjoy being part of a matrix team.

Agnieszka Słowikowska

I joined the team where I could meet people from the Organisation who inspire and motivate me to take on further challenges, not only professional ones. Combining this with values that are personally close to me makes our initiative allow us not only to get to know each other, but also to act for the common good.

Arkadiusz Dylak

I became a Values Ambassador thanks to an application by another person. Despite my initial doubts due to my inner nature, I decided to take up the challenge and it was a very good decision, because together with the other Values Ambassadors we form a great team, thanks to which we can influence the creation of values in our organisation. Because of the diversity of qualities that characterise us, everyone can bring a different perspective on an issue and interesting and varied ideas, but by working together we are moving in one common direction.



#Leadership Days 2024

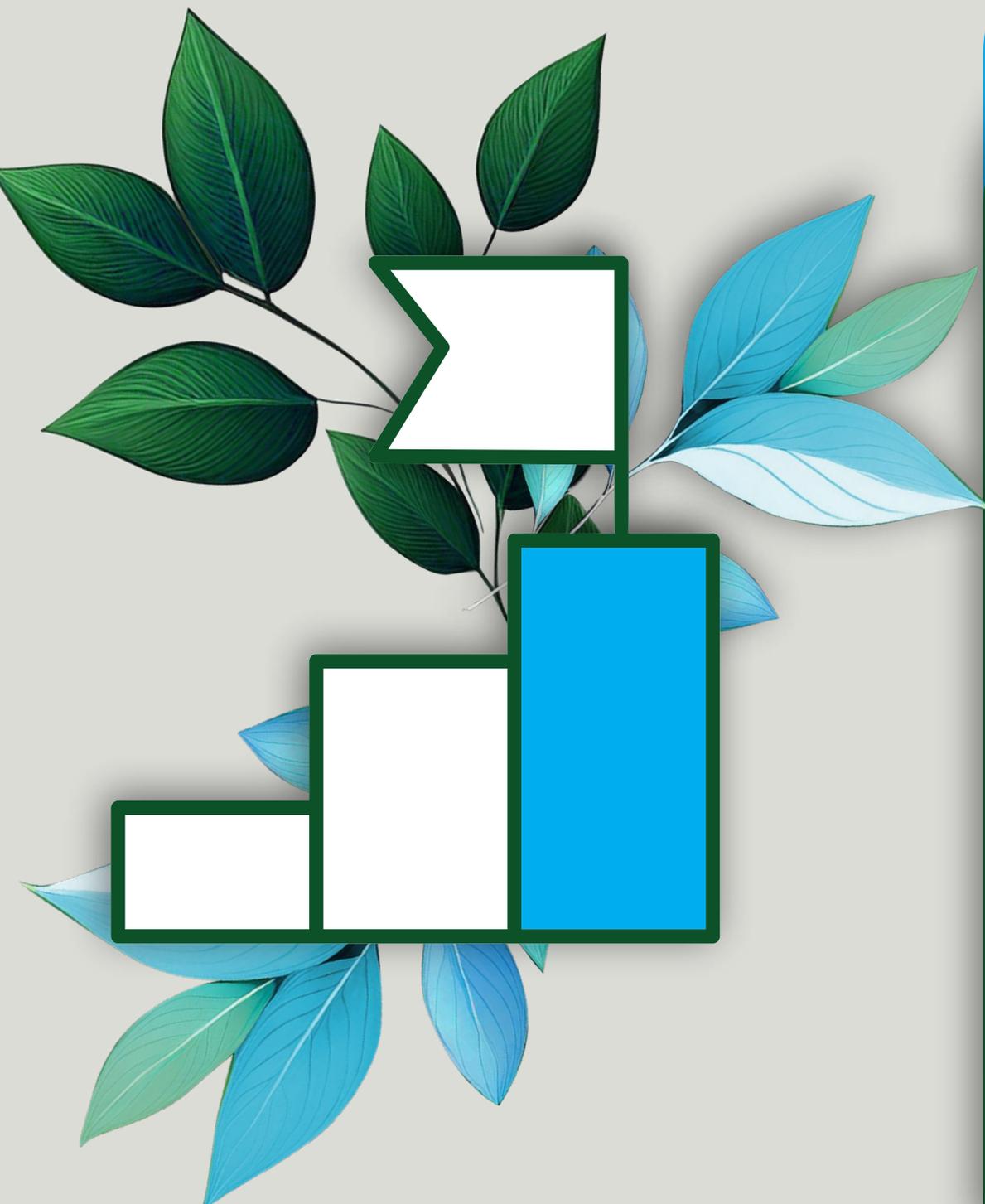
These were just some of the questions explored during **Leadership Days 2024** – our annual event dedicated to managers. It is an opportunity to develop future-ready skills and gain practical tools to enhance leadership effectiveness.

How does micromanagement affect managerial effectiveness?

What role does a manager play in organizational change?

What can managers learn from jazz musicians?





#Champions League

One of our strategic goals is to achieve operational excellence. At Fiberhost, all processes are monitored, updated, and optimized. **It is a project for the next few years, which is called the Champions League for a reason, because when it is over we will be leaders in the area of efficiency achieved.** The key objectives of the project:

- Double our profits
- Increase organizational efficiency
- Enhance security

To achieve these goals, we need to undertake a company-wide transformation. A shared vision and purpose are essential for working efficiently and fostering a sense of belonging. That is why we hold monthly Fiberhost Compass meetings, where CEO Marta Wojciechowska shares key company updates. These sessions cover important, but sometimes difficult topics. We celebrate our successes, analyze challenges and ensure everyone understands where we are and where we are headed.



WE FOSTER A CULTURE OF OPENESS

We consciously encourage interactions across the organization, fostering knowledge-sharing, creativity, and diverse business relationships.

Learning through practice is the key to our work. **Equally important for us is how we work** – we strive to communicate in a way that takes stakeholders' needs into account, giving them a sense of inclusion. We also offer a range of activities that make us feel important and valued within the organisation.

#Understanding Ourselves and Others to Improve Collaboration

Building strong relationships within our organization helps create a trust-based and effective work environment.

In 2024, we explored how knowledge and its practical application can enhance comfort, effectiveness, and quality of work. At the same time, we encouraged self-discovery and better understanding of our colleagues' communication styles – all to ensure respectful and effective interactions.

Every quarter, we refresh our training portfolio to share best practices, seek better solutions and implement practical tools across the organization.

19 Trainings in a year – a record holder!

23 New topics introduced

49 Training topics

67 Quick Wins completed



#Mindset Matters

We take an individual approach to each employee. We discuss what matters to us, industry trends, and the values we believe in. Our goal is to create an inclusive workplace. Every May, we celebrate diversity. **2024 was the year when we hosted a 9 Workplace Needs You Should Know webinar**, followed by a December discussion on fostering inclusivity and respect during Christmas in our **Festive Season Without Divisions webinar**.

#Getting to Know Ourselves and Others for Better Communication

Last year, we held 8 internal trainings that helped us understand our communication preferences, learn how to navigate conversations with different perspectives, apply Transactional Analysis insights for more effective interactions.



#Gender Doesn't Matter

We love celebrating moments that encourage self-reflection. Special occasions allow us to check in with ourselves and those around us:

#International Women's Day - Building Self-Worth Through Personality Diversity webinar

#Men's Day - Mindfulness Workshops.

#Transparent Communication

Our understanding of transparency within the organization stems directly from the company's core values: we do no harm, we avoid politics, and we do not engage in favoritism. We treat everyone equally - both within the organization and in our relationships with external partners. We uphold ethical standards uncompromisingly. We communicate openly and always speak directly.





inea *Dobry ludzie od internetu*

JAK BUDUJEMY RELACJE W INEA?

Beata Rulewicz
Staram się traktować ludzi tak, jak sama chciałabym być traktowana.

Maciej Hojszyk
Nie upodabiam sobie pracy bez dobrych relacji. Stwiermam okazje do tego, by mogły się budować lub pogłębiać.

Agnieszka Ciemniejewska
W budowaniu relacji w 100% skupiam się na drugim człowieku i zespole.
Pomagam, wspieram, doceniam.

Grzegorz Stępiak
Dzięki sobie, że budowanie relacji to najważniejszą sprawą - nie, dlatego uważam, że w relacjach innych może być różnie. I wspaniale - ciał z tego korzystają dla wspólnego rozwoju.

Marcin Welski
Fundamentem pod budowanie relacji w moim zespole jest wspólny cel.

Agata Matecka
Staram się zawsze być otwarta na drugiego człowieka, lubię słuchać, doceniać i zaszczycać nitwizacją.

Agnieszka Rączka - Skwers
Staram się zrozumieć perspektywę swojego rozmówcy, słucham, jestem uważna i nie oceniam.
Współpracuję, a nie rywalizuję.

Marta Stasiak
Słucham ludzi, daję im przestrzeń do własnego zdania. Ufam, wygrywa - doświadczam i doceniam ich kompetencje, często różnie od moich.

Agnieszka Popielarz
Buduję relacje, będąc sobą - słucham, próbuję zrozumieć, jak druga osoba patrzy na świat.

#Dialogue for Employee Well-being

At INEA, we understand that employee well-being is a key factor in the success of our organization. That is why we introduced **Internal Dialogue - quarterly meetings with CEO Maciej Piechociński**. These sessions provide an open space where every employee can actively participate, sharing their insights on workplace challenges and needs.

Main Principles of Internal Dialogue:

Involvement in the Dialogue – Employees who wish to participate can speak directly with the CEO about topics raised in employee surveys, such as professional development, team dynamics and process improvements.

Well-being as a Priority – These meetings focus on key aspects affecting employee well-being, including work-life balance, workplace atmosphere, and access to tools that support daily tasks.

Joint Action – Each meeting concludes with a summary of key takeaways and concrete action plans aimed at fostering a more inclusive and balanced work environment.

Internal Dialogue is more than just a conversation – it is a powerful tool for strengthening a culture of openness, trust, and collaboration. By prioritizing well-being through dialogue and collective problem-solving, we make it an integral part of our organizational development strategy.

WE JOIN FORCES FOR OTHERS





WE JOIN FORCES FOR OTHERS

Activities for local communities are an integral part of our mission. We believe that cooperation and solidarity help build a better tomorrow. Our activities are aimed at providing real support where it is needed most.

#Skalowo Animal Shelter

We took action to support the **Skalowo Animal Shelter** by making a financial donation, which was used to purchase food and provide necessary care. We know how important it is to systematically support such places. In addition to financial support, we conducted an information campaign promoting animal adoption. Thanks to this initiative, we managed to interest several people in adoption, which for many of the shelter's animals may result in finding a new, better home.





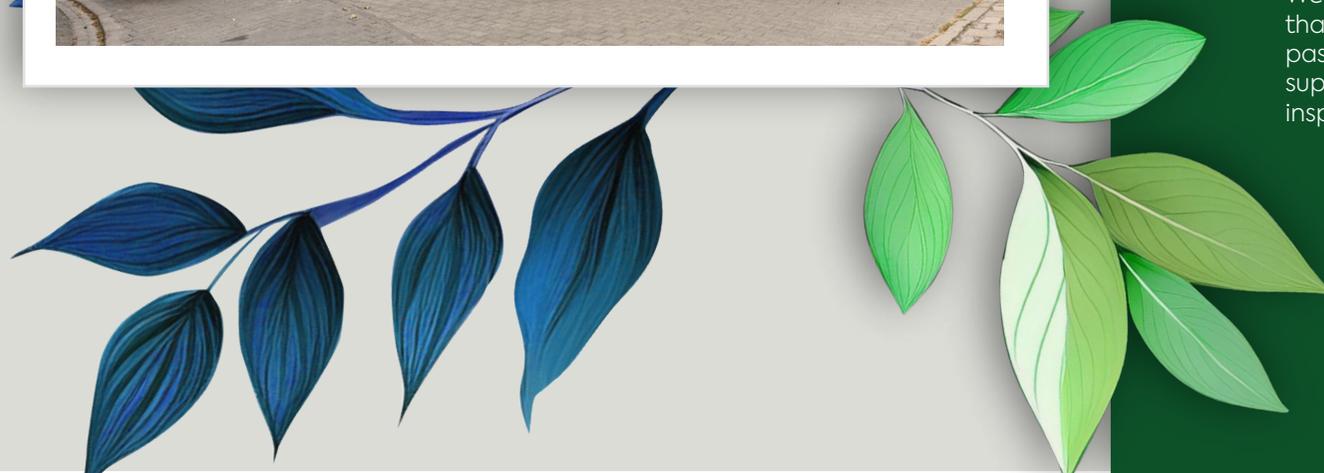
#Support For Flood Victims

In the face of natural disasters, we stand in solidarity with those affected. That is why we donated funds to the **Volunteer Fire Department in Luboń**, which actively participated in aid efforts for flood victims. This support enabled the purchase of heaters, equipment and protective clothing, significantly enhancing the effectiveness of rescue operations. We understand that a swift response and properly equipped rescue teams are crucial in crisis situations, which is why we could not remain indifferent to this tragedy.

#Dream Train

We became a partner of the Dream Train campaign organized by a newspaper Głos Wielkopolski, which aims to support children in making their dreams come true and developing their talents. This initiative allows the youngest participants to experience unforgettable moments and gain inspiration to take on bold challenges.

We contribute to fulfilling children's dreams, because we believe that every child deserves a chance to develop their talents and passions. Our involvement in this initiative means not only financial support but also promoting the idea of equal opportunities and inspiring children to dream big.





inea



LICYTUJEMY DLA WOŚP!

Zdobądź koszulki z podpisami
drużyn z Fortuna 1 Ligi



inea.pl

#INEA For WOŚP (Great Orchestra of Christmas Charity Foundation)

INEA has been guided by the idea of supporting communities and charitable activities for years. **One of our annual traditions is to give up sending holiday gifts to business partners in favor of symbolic greeting cards.** Each card means a donation of PLN 100 to a selected charity.

In 2024, we sent 123 holiday cards, donating a total of 12,300 PLN to the Great Orchestra of Christmas Charity Foundation.

As the good people of the Internet, we naturally do not limit our support to just this donation. As part of additional efforts, we participated in the 32nd Grand Finale of the Great Orchestra of Christmas Charity (WOŚP), supporting the purchase of equipment for pulmonary wards for both children and adults. Together with a Puls UM – UMP Student Newspaper team, we organized an auction of unique 1st League team jerseys signed by the players. In this way, we combine our love for sports with actions that support health and life, emphasizing our commitment to building a better world.



#IN_SPIRING CHRISTMAS - support for children and senior citizens at the Christmas Fair

At INEA, we are happy to involve in activities supporting our local community especially during the Christmas period. Thanks to our cooperation with open-hearted companies, the involvement of the MTP Group and reliable volunteers, we managed to invite **almost 500 children and senior citizens from all over Greater Poland to the Christmas Fair in Poland**. We also delivered Christmas gifts to the Nursing Home Care in Lisówki and the Children's Home in Szamotuły.

SUMMARY



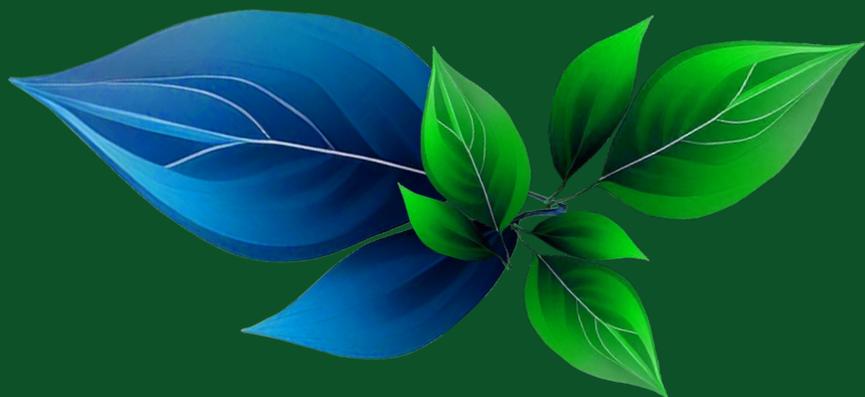
ESRS 2- GENERAL INFORMATION

SUMMARY

2024 was the time of dynamic changes, innovative actions and real impact on the reality around us. Every project, every initiative and every decision had one goal - to create a world in which technology serves people, simplifying life and opening up new opportunities for them. **We acted with passion, responsibility and a strong belief that business should bring social values.**

Looking back, we see visible effects of our actions - developed services, strengthened infrastructure, hundreds of thousands of users who can use fast Internet, as well as numerous educational and social initiatives that contribute to the digital development of our country. However, we know that this is just the beginning.

The following summary demonstrates that we take the future seriously. It includes the actions described in the report as well as our commitment to developing what we have already achieved. Additionally, with the introduction of the Corporate Sustainability Reporting Directive (CSRD), our next report for 2025, to be published in 2026, will be subject to mandatory sustainability reporting in accordance with ESRS standards.



PILLARS AND COMMITMENTS

AIMS FOR 2026

RESULTS FOR 2024

STATUS 2024

CLIMATE ACTIONS

Reducing the carbon footprint

A 72% reduction in the carbon footprint for scope 1 and 2 by 2030, as well as a 94% reduction for our suppliers and contractors within scope 3 by 2040.

Reduction of the carbon footprint in scope 1 and 2 according to the plan and initiation of detailed analyses and calculations in scope 3.

The calculation results were not obtained by the report release date. The results will be available by the end of the first quarter of 2025.

Promoting environmental awareness through event organization

Engaging employees in pro-environmental activities and collaborating with companies from Poznań. Building an ecological culture among employees and the local community.

Spreading climate awareness, organizing events that engage our employees and the local community. We successfully organized an environmental competition and three days of volunteering for employees involved in raising ecological awareness.

Executed as planned.

GENDER EQUALITY

Creating projects that build awareness of gender equality.

Promoting gender equality strategies through the organization of events and webinars.

In 2024, actions were taken to strengthen the objectives of the DEI Strategy in the area of Gender Equality: May as a diversity month – a „9 Needs You Should Know in a Modern Work Environment” webinar, a „Holidays Without Division” webinar.

Executed as planned.

We provided access to knowledge – getting to know ourselves and others to improve communication (8 training topics based on AT/PCM knowledge).

We celebrated masculinity/ femininity in culture: International Women’s Day webinar – „Valuable and Diverse – How to Build Self-Worth Based on Personality Diversity”.

Boys’ Day webinar „Male Energy – Mindfulness Workshops”.

We organized volunteer activities at the MONAR Homeless Women’s Center (Women’s Day, gingerbread decorating, revitalizing the outdoor space).

A series of interviews Women Like Rockets and Male Talks.

We organized a LEADERSHIP DAYS conference. In 2024, the organization held 49 training sessions, including 23 new ones, resulting in 67 completed quick wins.

Executed as planned.

Supporting a culture of equal access to knowledge within the organization.

Ensuring access to learning opportunities within the organization, regardless of gender.



PILLARS AND COMMITMENTS

AIMS FOR 2026

RESULTS FOR 2024

STATUS 2024

HEALTH & SAFETY

Conducting audits

Conducting monthly health and safety audits at all remote workstations, with a target of 710 remote work audits set.

Reducing the risk of accidents in the workplace by conducting 476 remote work audits.

In progress, 303 remote work audits conducted.

Reducing the number of accidents

Reduction of accidents and potential accidents by introducing regular safety audits of workers on manual positions – 250 audits per year, including tasks such as working at heights and performing excavations.

Reduction of accidents and potential accidents by introducing regular safety audits of workers on manual positions – 100 audits per year, including tasks such as working at heights and performing excavations.

Completed with a total of 108 audits.

Training

Maintaining the number of individuals trained in basic first aid, including the use of an AED defibrillator and the evacuation of an injured person from a vehicle in life-threatening situations.

A theoretical and practical training in first aid, including the use of an AED defibrillator and the evacuation of an injured person from a vehicle in life-threatening situations. Additionally, participants learned effective methods for controlling bleeding and dressing wounds in emergency cases. The training covered 15 employees responsible for first aid and evacuation.

The training of 50 people (15 employees responsible for first aid and evacuation, and 35 volunteers).



Maintaining 100% attendance among new employees in training sessions on occupational health and safety, fire protection, evacuation procedures, and first aid, ensuring their full readiness to follow safety rules in the workplace.

Training 100% of new employees in the areas of occupational health and safety, fire protection, evacuation procedures, and first aid, ensuring full attendance and readiness to follow safety regulations in the workplace.

Executed as planned

Fire protection

The evacuation time from three buildings is maintained below 3 minutes, ensuring efficient coordination of actions and a high level of safety for participants.

The goal for 2024 is to carry out the evacuation of three buildings within a time frame not exceeding 3 minutes, ensuring efficient coordination of actions and a high level of safety for the participants.

Executed as planned

WELLBEING

Caring for employees' well-being by supporting their development and promoting a healthy, balanced lifestyle.

Continuing the hybrid work model and developing its standards.

Introduction of new Remote Work Regulations (starting from November 2024).

Executed as planned

The wellbeing index should not be lower than 3.

3,34

Executed as planned

PILLARS AND COMMITMENTS

AIMS FOR 2026

RESULTS FOR 2024

2024 STATUS

TRAINING

Expanding the access to services.

Opening people up to technology and spreading knowledge in this area as part of the activities of the Fiberhost Academy. Our goal for 2026: to train 400 people. Our long-term goal by 2030: to train 4,000 residents.

As part of awareness and education efforts regarding new technologies, the second edition of the Fiberhost Academy was launched. Its goal is to conduct workshops on Internet usage for people of all ages and from all parts of Poland. The Academy's activities focus on rural and rural-urban areas. In 2024, 83 participants were trained.

Executed as planned

Responding to the digital expectations and needs of local governments.

We visited 100 municipalities, discussing digitalization and the way in which we can collaborate to ensure that residents have access to fiber optic infrastructure and knowledge of new technologies.

Executed as planned

Responding to inquiries directed to the Customer Service Department
– average first response time to a ticket of \geq 70%.

In 2024, the first response time to an inquiry was 14 hours, 25 minutes, and 41 seconds, with an FCR of 63.56%.

Executed as planned

Enhancing the attractiveness of the services and platforms we offer, including fast and stable Wi-Fi Internet and a new OTT television platform.

In 2024, we implemented actions aimed at enhancing the attractiveness of our services and platforms. We introduced fast and stable Wi-Fi Internet, providing users with a reliable connection and a comfortable online experience. Additionally, we launched a new OTT television platform offering a wide range of content, modern features, and intuitive navigation, tailored to meet the expectations of our customers. These changes have improved the quality of our services and allowed us to better respond to market demands.

Executed as planned

Creating a new platform to easily explore the offerings and provide a simple and intuitive way to purchase services.

In 2024, we completed the project of creating a new platform that enables easy access to our offerings and provides a simple and intuitive way to purchase services. Thanks to modern solutions and a clear interface, users can quickly find the products they are interested in and benefit from a convenient purchasing process. The introduced platform has significantly enhanced the users' experience and made it easier for clients to access the full range of solutions we offer.

Executed as planned

NEW YEAR, NEW CHALLENGES

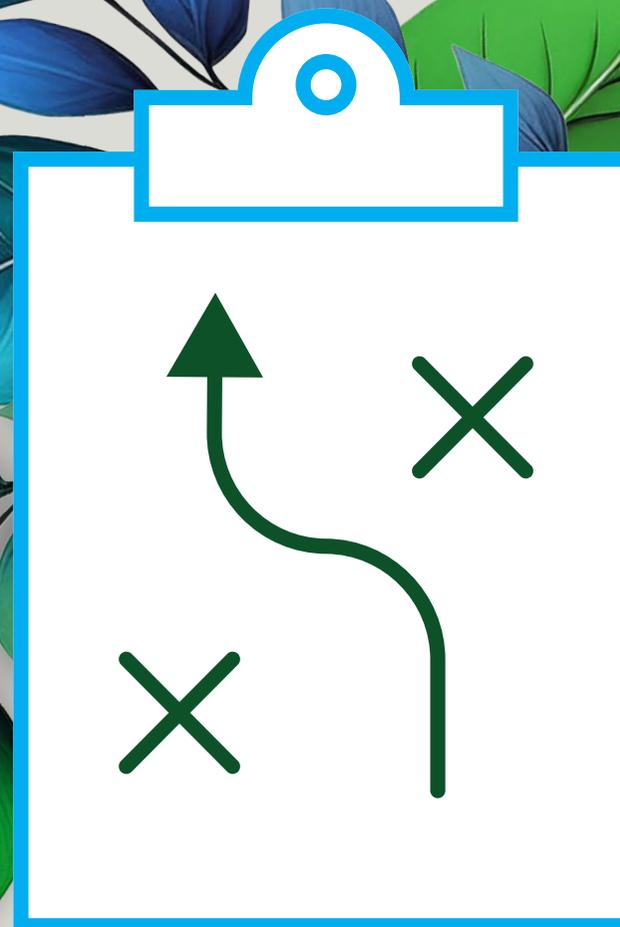




NEW YEAR, NEW CHALLENGES

The past year has been very productive, but twelve more months of intensive efforts are already on the horizon. We are fully aware of the challenges that await, we have ambitious plans, and, most importantly, we have right people to meet them.

We see the coming year as a series of opportunities for further growth, an even deeper integration of technology into everyday life, and for taking bolder steps toward a sustainable future.





DIGITAL INCLUSION:

For us, 2025 is a time to focus on digital inclusion at a social level. We are committed to educating people about multi-fiber networks and demonstrating how technology can be a valuable asset that enhances their daily lives. A key priority will be expanding the Fiberhost Academy on an even larger scale.

In 2025, we will continue to build a world where everyone has equal access to modern solutions. Digital education, support for local communities, and the development of innovative services are our top priorities. We will highlight important issues, take action where we can make a difference, and inspire responsible use of technology.



CLIMATE:

One of our key challenges in 2025 will be further developing and refining emissions calculations for Scopes 1 and 2 to more accurately track greenhouse gas emissions related to our operations. Additionally, we will continue measuring Scope 3 emissions, which include indirect emissions from our suppliers, partners, and other processes within our value chain.

Beyond calculations, we will actively promote environmental awareness by organizing events that educate and engage communities in sustainability efforts. We are committed to supporting pro-ecological initiatives, promoting sustainable transportation and encouraging an active lifestyle.



GENDER EQUALITY AND WELL-BEING:

In 2025, we will focus on fostering a culture of diversity within our organization by providing education and equipping our teams with communication tools tailored to individual needs. We plan to continue our existing initiatives in Mental Health & Well-being, supporting our employees in the areas where we, as an employer, can make a meaningful impact.

We will focus on initiatives aimed at maintaining balance. Our goal, in 2025, is to continue supporting local communities – empowering women in building their independence, and building their awareness.

THE FUTURE LIES AHEAD. WE ARE SHAPING IT TODAY.

We want to thank all the employees of our organization involved in our sustainability efforts. Every change starts with people. None of this would be possible without you.

